



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

Informational Letter No. 665

December 27, 2007

To: Iowa Medicaid Remedial Service Providers

From: The Iowa Department of Human Services, Iowa Medicaid Enterprise

RE: Remedial Service Progress Notes

Remedial Service providers are required to write progress notes for each date of service related to the approved remedial service plan for which a claim is submitted to the Iowa Medicaid program according to Iowa Administrative Code (IAC) 441-79.3 (249A). The following items must be included in each progress note entry, for each Medicaid member, and for each date of service:

- The member's name, SID #, and date of birth at the top of each page.
- The date and amount of time services were delivered, including the beginning and ending time of service delivery.
- The full name of provider agency.
- The first and last name and title of provider staff actually rendering service, as well as that person's signature.
- A description of the specific components of the Medicaid-payable remedial service being provided (using service description terminology from this manual).
- The nature of contact, relative to the Medicaid-payable service that was rendered. The progress note must describe what specifically was done, relative to both:
 - The goal as stated in the member's treatment plan or implementation plan
 - How the remedial service provided addressed the symptoms or behaviors resulting from the member's psychological disorder.
- The place location where service was actually rendered.
- The nature, extent, and number units of the remedial service billed.
- Documentation should indicate the specific skill that is being taught and identify how the member was able to apply the skill particularly as it relates to the objective.
- Progress notes shall include the member's response to treatment and barriers to achieving:
 - The goals stated in the treatment plan
 - The objectives stated in the implementation plan

Providers are required to submit progress notes for review. The goals of the review is to:

- Provide feedback regarding quality of services and opportunities to improve treatment interventions as supported by practice guidelines
- Provide feedback on the completeness of documentation required to support the Medicaid claim for remedial services

Providers must submit the progress notes (separated by member) to the IME Medical Services Unit every six weeks:

- By fax to: 515-725-0931
- By Compact Disc:
 - A file should be a PDF, Word, or Image document
 - Each file should only contain the progress notes for one member.
 - For password protection, contact Medical Services for further direction
- By mail to: Iowa Medicaid Enterprise-Medical Services Unit
PO Box 36478
Des Moines, IA 50315

Medical Services Unit will track submission of progress notes by provider. If providers do not submit progress notes as scheduled, a letter requesting progress notes will be issued. Medical Services unit will randomly select progress notes from each provider to review quarterly. Upon completion of the review, Medical Services Unit will provide written feedback on the results of the review. If concerns regarding quality of services are identified, providers will be requested to submit specific notes for review until quality issues are resolved.

If you have any questions regarding Remedial Progress Notes, please call Medical Services at 515-725-1008 (local) or 800-383-1173. Questions regarding claim billing or payment should be addressed to Provider Services at 515-725-1004 (local) or 800-338-7909.